

## TRAI Information Regarding DND Registration

Do Not Disturb (DND) Registration: To avoid the inconvenience caused by Unsolicited Commercial Communications (UCC), a customer can opt to block all commercial communications or can selectively block commercial communications as per preference categories through the following channels:

- Telecom Service Provider's App/ Website
- TRAI DND App
- Call/ SMS to '1909'

### Registration of Complaints

- (1) **In case of receiving spams in spite of registering on DND:** Make DND complaint at respective Telecom Service Provider's App/ Website, TRAI DND App, or Call/ SMS to '1909'.
- (2) **In case of receiving suspected fraud communication:** Report any suspected fraud communication received within last 30 days on 'Chakshu' platform of Department of Telecommunications (DoT) at <https://sancharsaathi.gov.in/sfc/>.
- (3) **In case fraud/ cyber-crime has already happened:** If customer has already lost money due to financial fraud, or is a victim of cyber-crime, please report at cyber-crime helpline number '1930' or website <https://www.cybercrime.gov.in>